

FIG. 1

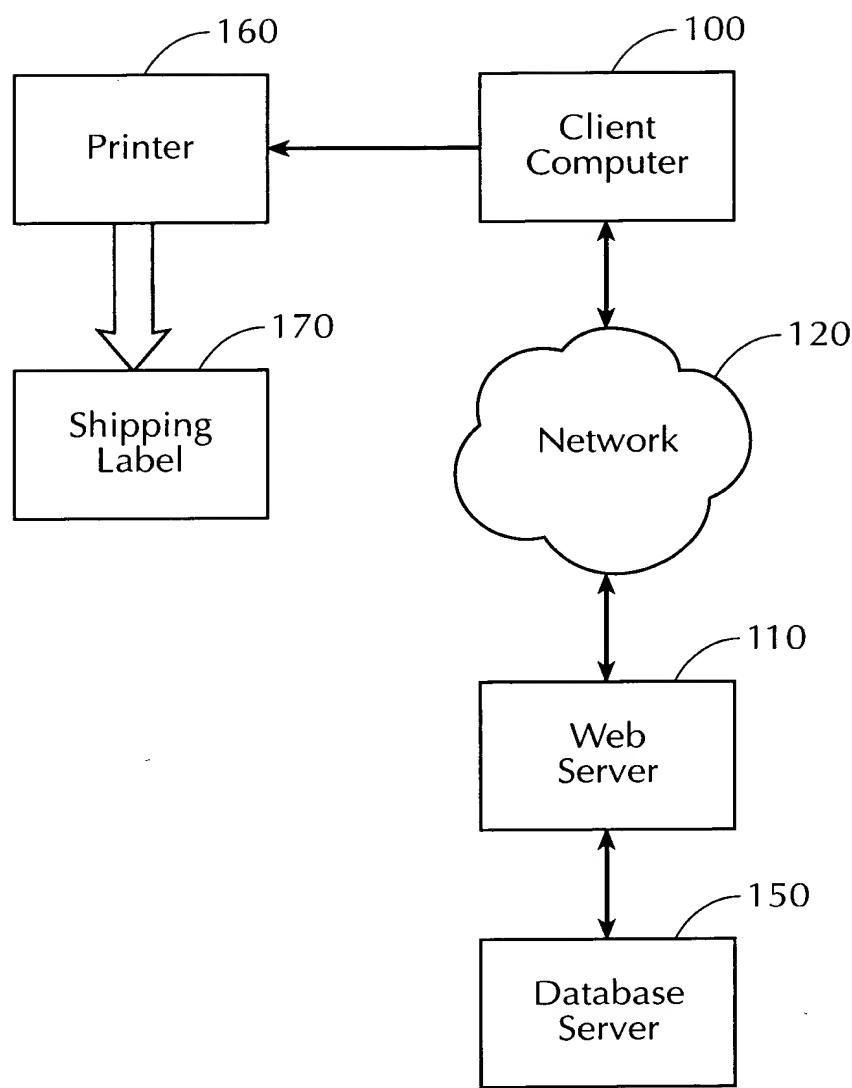


FIG. 2

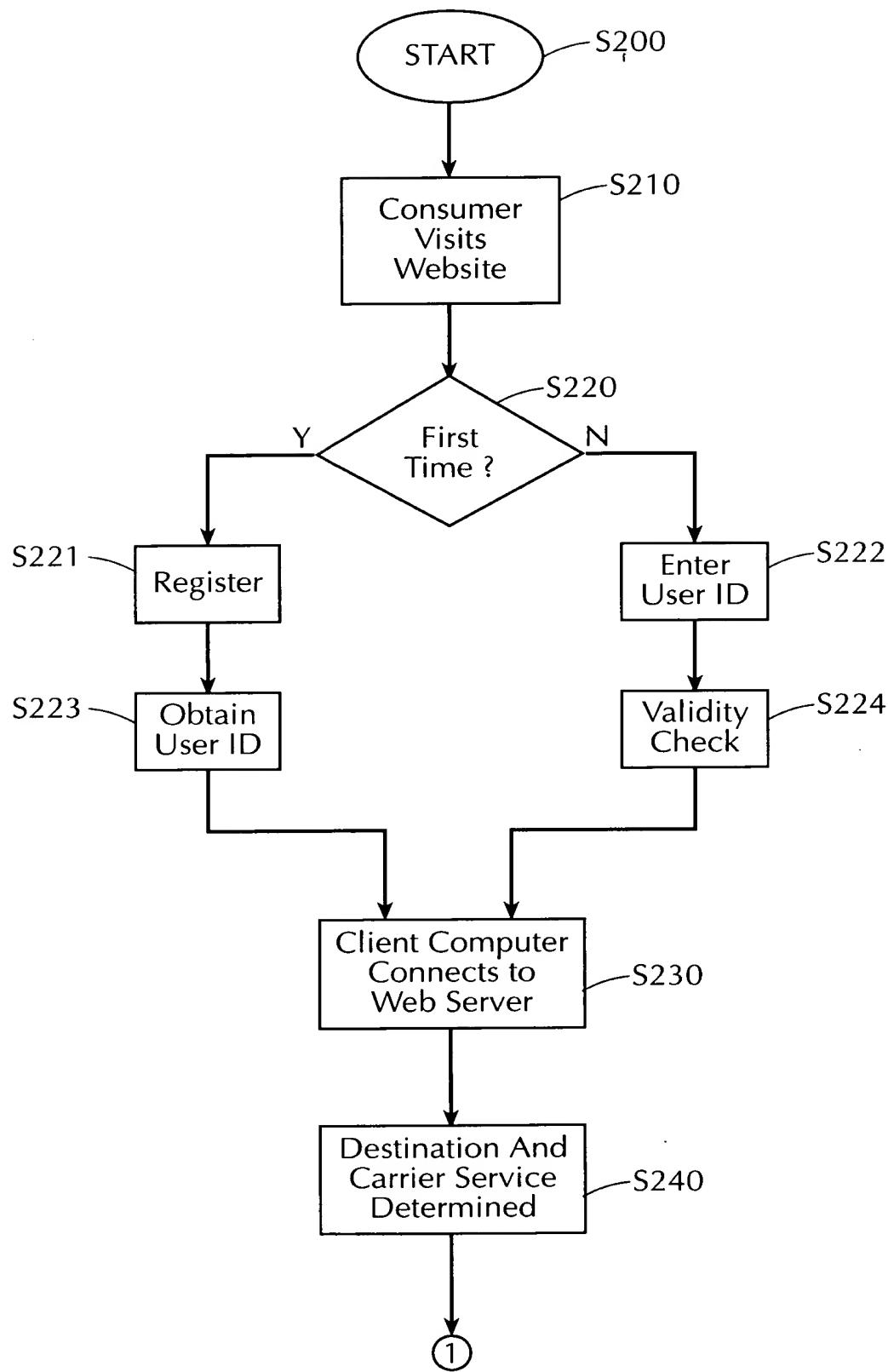


FIG. 2A

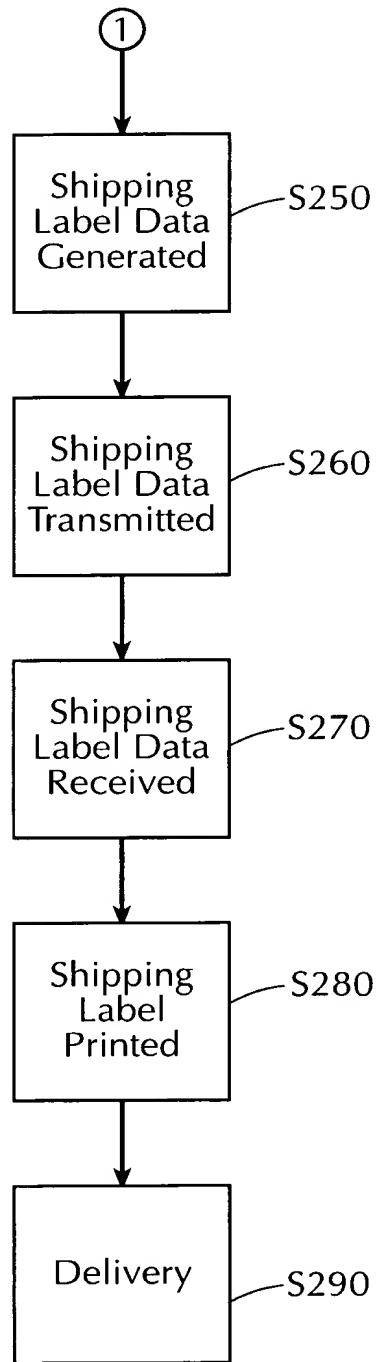


FIG. 3

30

Welcome To The Acme Product Return Program

Are you a first-time User?

31 yes

32 no

FIG. 4

40

Please enter the information requested below:

Name :

Company :

Address :

eMail :

Telephone :

Facsimile :

41 Submit

FIG. 5

50

What do you want your User ID
to be?

What do you want your Password
to be?

Please retype your Password

51 —○ Submit

FIG. 6

60

You are now registered for our For the Acme
Product Return Program. Your User ID is
JQPUBLIC

61 —○ Continue

FIG. 7

70

Please enter your User ID and Password.

User ID:

Password:

71 Submit

FIG. 8

80

Enter the type of Product you want to return

81 Submit